



# Wisconsin Department of Corrections

Governor Tony Evers | Secretary Kevin A. Carr

## Kenosha Correctional Center

DATE: 06/22/23  
FROM: Supt. Hoffman  
TO: KCC Persons in our Care, Staff and Visitors  
RE: ICSolutions Visiting – Video Visit Scheduling

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Effective 07/03/23 KCC will begin using ICSolutions (ICS) to schedule video visits beginning with visits on 07/17/23. Zoom visits will be discontinued as of 07/16/23. To visit by video, the visitor will need to establish an ICS account or update their current account with their unique Party ID. Visitors will need to follow the directions provided with the visiting list and on the ICS website [WWW.ICSOLUTIONS.COM](http://WWW.ICSOLUTIONS.COM).

Persons in the care of KCC must provide their friends or family the unique Party ID listed next to the visitor's name on the visiting list, in order for an ICS account to be created for visits. Visiting lists and directions on how to create an account will be delivered to all persons in our care this week. Any issues with Party IDs can be directed to [DOCDIAELECTRONICVISITSUPPORT@WISCONSIN.GOV](mailto:DOCDIAELECTRONICVISITSUPPORT@WISCONSIN.GOV). KCC staff cannot help with Party ID questions.

### In Person Visiting:

- In person visits are **NOT** prescheduled. Visitors may arrive KCC at any time during the scheduled in person visiting hours listed below. However, once the visitor has left the building, the visit is terminated for the day. They will not be allowed back in the building. Visitors must arrive at least thirty (30) minutes before the end of visiting hours or they will not be allowed to visit.
- In person visiting hours:
  - Tuesdays and Thursdays 6PM to 10PM
  - Saturdays, Sundays & Holidays 11AM to 4PM
- North Hall – Tuesdays, Saturdays and Holidays
- South Hall – Thursdays, Sundays and Holidays

### Video Visiting:

- For the first six (6) months of implementation, each KCC PIOC is eligible for one (1) free video visit a week. For a total of four (4) a month. A week has been established as Monday thru Sunday.
- Each visitor on the call must have an ICS account and be listed on the visit reservation. Each visitor will be required to show ID at the beginning of the call and anytime during the call when asked by staff.
- Additional visit opportunities may be available at the cost of \$2.50 per visit with a maximum of 12 paid video visits for a total of up to 16 video visits per month.
- Video visiting hours:

NORTH HALL VISITS				SOUTH HALL VISITS			
MONDAY	8AM-11AM	1PM-4PM	6PM-10PM	WEDNESDAY	8AM-11AM	1PM-4PM	6PM-10PM
TUESDAY	8AM-11AM	1PM-4PM	CLOSED	THURSDAY	8AM-11AM	1PM-4PM	CLOSED
SATURDAY	8AM-10:30AM	CLOSED	6PM-10PM	SUNDAY	8AM-10:30AM	CLOSED	6PM-10PM